

United Kingdom-Chester: Information systems and servers

OJ S 53/2017 16/03/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Muir Group Housing Association

Postal address: 80 Lightfoot Street, Hoole

Town: Chester

NUTS code: UKD2 Cheshire

Postal code: CH2 3AL

Country: United Kingdom

Contact person: Chris Shaw

E-mail: chris.shaw@shawc.co.uk**Internet address(es):**Main address: <http://www.muir.org.uk>Address of the buyer profile: <http://www.shawc.co.uk>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=244599653>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Server, Storage and Disaster Recovery Solution.

II.1.2. Main CPV code

48800000 Information systems and servers

II.1.3. Type of contract

Services

II.1.4. Short description

Muir Group is looking to select an organisation who can implement a Fully Resilient Server and Storage solution which includes all the required network connectivity (if existing provision is deemed to be not suitable / incompatible) between the servers proposed storage solution. Muir Group is looking for their current virtualisation software (VMWare 5) to either be upgraded to the latest version or be replaced with a different Virtualisation solution. Their current version of Citrix (XenApp 6) needs to be upgraded to the latest version. Muir Group current receive a 24*7*365 monitoring service for their IT environment at the primary and DR location and is looking for options to replace the current service.

II.1.5. Estimated total value

Value excluding VAT: 1 250 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKD2 Cheshire

Main site or place of performance: Cheshire.

II.2.4. Description of the procurement

Muir Group is looking to select an organisation who can implement a Fully Resilient Server and Storage solution which includes all the required network connectivity (if existing provision is deemed to be not suitable / incompatible) between the servers proposed storage solution. The storage solution needs to be able maximise storage efficiencies, be scalable, be fully resilient in design both locally and across the primary and backup sites.

To ensure the solution is future proof we are looking for the core network / SAN networking to have high speed interconnects. Note: Current Server to SAN connectivity is 8Gbps Fibre Channel and the core network is 10Gbe.

It is envisaged that primary site will continue to be located at Muir Group's new Head office which is at Lightfoot Street in Chester and the Backup location will be installed in an external location. Note: Currently, Muir Group rent two racks from Melbourne in Manchester where their backup infrastructure is located.

The existing Infrastructure, including the VMware environment and Citrix environment will need to be migrated and upgraded to the latest versions of software; currently Muir Group has VMware VSphere 5.1.0 and Citrix XenApp 6.

The primary and backup locations are currently set up in a high availability mode to ensure that no single component failure would prevent any system / service availability. This level of resilience is required for the proposed solution.

The solution needs to have the capability to fail over to the backup site and have the capability to easily fall back to the primary site.

Muir Group's existing backup system enables them to backup multiple servers in parallel and recover data quickly, the existing solution enables them to hold on disk backups for up to 30 days, long term archiving of data is transferred to an LTO Tape Based system.

The current server and storage solution will be 5 years old in September 2017 after which it will not be covered under maintenance. The repurposed servers (used at the DR site at Melbourne) are over 8 years old.

Some of the current hardware could have maintenance extended, but not for a full 5 years and therefore not feasible retaining / reusing the existing hardware. Note: Muir Group are open to all options for delivering their requirements, but the decision on what is selected will be heavily weighted on the cost of the complete solution over the full 5 years.

Muir Group has invested heavily in training its IT staff on being able to maintain, operate and support the existing IT Environment; Training and handover on the new solution will need to be delivered as part of the solution.

Full documentation for the implemented solution will be required.

Full proof of tests performed during the commissioning of the solution will be required.

Once the solution has been built and the existing environment upgraded and migrated over to the new solution, Muir Group will need a support contracts in place for every element of the solution, including support for VMware, Citrix, Exchange, and the backup solution. Note: We envisage direct support contracts with the hardware / software vendors.

Muir Group does however require a 24*7*365 monitoring service for the implemented solution and monitoring of existing ICT Infrastructure components. Note: Muir Group currently have a contract to provide a 24*7*365 monitoring service that uses SolarWinds which is provided as a service.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 1 250 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The initial contract will be for 12 months to ensure the proposed solution can be delivered, the support services will be renewable annually. The hardware and software solution needs to be provided with 5 years maintenance and support from the vendor.

II.2.10. Information about variants

Variants will be accepted: yes

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 24/04/2017 Local time: 09:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.7. Conditions for opening of tenders

Date: 24/04/2017 Local time: 09:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Chester:-Information-systems-and-servers./Z35BU68ZV4>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/Z35BU68ZV4>

GO Reference: GO-2017314-PRO-9797573.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Muir Group Housing Association

Postal address: 80 Lightfoot Street, Hoole

Town: Chester

Postal code: CH2 3AL

Country: United Kingdom

VI.5. Date of dispatch of this notice

14/03/2017